

The formation and coping mechanism of College Counselors' pressure -- a case study of graduate counselors in Southern University of science and technology

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Abstract: college counselors are facing many pressures due to their special nature of work. First of all, counselors' work pressure comes from their daily work. The daily work of counselors is very complicated, involving party affairs, League affairs, students' psychological concern, large-scale activity organization and other aspects; Secondly, in addition to the aforementioned "routine work", the "highlight work" is also an assessment indicator for many colleges and universities. Counselors need to carry out highlight work according to their own strengths, such as the featured "counselor studio"; Finally, counselors usually become the ultimate undertakers of the work with unclear responsibilities. In the face of many pressures, counselors need to have compassionate educational feelings and do a good job of psychological adjustment. On the other hand, they need to effectively improve their professional proficiency and successfully complete their work tasks; In addition, it is also necessary to exercise and adjust psychology to maintain physical and mental health.

Key words: counselors; Pressure; Coping mechanism

1. Main responsibilities of Counselors

Counselors, the full name of "Ideological and political counselors", are the personnel who carry out the ideological and political work of students in Colleges and universities. They need to perform the relevant duties stipulated by the state, mainly including ideological and theoretical education and value guidance, party and League and class construction, style of study construction, students' daily affairs management, mental health education and consulting work, network ideological and political education, campus crisis response Career planning and employment and entrepreneurship guidance and theoretical and practical research. Different from the general administrative staff in Colleges and universities, most of the general administrative work belongs to procedural affairs, and the business is relatively simple. Once familiar with it, it is quick to start, and the work challenge is relatively small. Counselors' responsibilities are too broad. What they need to be familiar with is not a specific business, but a three-dimensional "business forest". In addition, various emergencies and uncertainties further aggravate the pressure of counselors. Southern University of science and technology is a new type of research university, and its development mode is quite different from that of traditional universities. The overall scale of the school is not large, trying to follow the elite school running mode. In view of the importance of students' Ideological and political work, the school attaches great importance to the work of counselors.

2. The main sources of counselors' pressure

2.1 The number of students served is large and the situation of docking colleges and departments is complex

In terms of daily work, according to the relevant regulations of the Ministry of education, the proportion of college students and counselors should not exceed 200:1. First of all, the deputy secretaries in charge of counselors are also among the counselors, but they are not directly responsible for specific student affairs because they need to be responsible for coordinating the administrative work of the college and the work of other docking departments. Therefore, in the actual work process, the actual number of students managed by most counselors is more than 200. And in terms of daily workload, it can not be completely measured by the index of 200 people. Some departments are relatively small in size and small in number. Counselors need to bring two or even three departments to reach the standard of 200 people. Although there are many similarities in the basic work for students in different departments, there are also many differences, such as organizing activities, one for each department is OK, and two for two departments. The most important thing is that in order to carry out the work related to students, it is necessary to connect with the leaders, teachers and administrators of several departments, which requires a lot of time and energy. Another difficulty of working as a counselor in several departments at the same time is to achieve a good balance in the work of each department, which can not give people a feeling of "favoring one over the other". However, at the practical level, due to the limitations of various conditions, it is almost impossible to achieve complete equalitarianism.

2.2 Students' characteristics put forward higher requirements for counselors' work

More work pressure of graduate counselors directly comes from their service objects. First, compared with undergraduate students, graduate students have greater differences in age, experience, source and other aspects, more complex identity composition, and more diversified psychological characteristics and behavior styles; Second, as the main force of scientific research in the University and one of the important target groups for cultivating top-notch innovative talents, postgraduates have not received enough attention. In particular, their various educational needs, emotional expectations, interests and hobbies outside of scientific research have been intentionally or unintentionally ignored, and we do not know much about it; Third, from the initial enrollment of only million students in the restoration of postgraduate education to more than one million students, the positioning of postgraduate education has changed from the specialized training of academic talents in Colleges and universities and scientific research institutions to the training of high-level talents in all walks

of life required by the society. Although this is an inevitable phenomenon after the popularization of higher education, it has brought great challenges to the training mode of basic disciplines oriented by scientific research.

They are active in thinking and have a strong sense of autonomy. To communicate with them, they need a high level of knowledge and EQ in order to gain their respect. Although there are many doctoral students in today's Counselor Group, they are still mainly master students. Some counselors cannot be respected by doctoral students in terms of their life experience and knowledge level, so they will inevitably become pure "waiters". However, for those counselors with extensive knowledge and outstanding ability, they can win a certain degree of respect from students to a large extent, but their work is still not recognized in many cases. For example, the work carried out for students with serious psychological problems is strictly confidential according to the needs of the work. Only when necessary, can we inform the tutor, Department Secretary and other relevant personnel as appropriate. This work is a "thankless" conscience work, behind which a lot of work has been done, and no one knows. Therefore, some administrative staff even feel that the counselors are "very idle".

2.3 Counselors become the ultimate undertakers of work with unclear responsibilities

Finally, counselors are usually the ultimate undertakers of jobs with unclear responsibilities. Especially for some colleges and universities that have not been established for a long time, the development of school administrative system is not particularly complete, and some work division is not very clear. In such colleges and universities, there is usually a popular saying "find a counselor if you have something to do". This statement itself can at least explain the following situations: first, counselors' work content is very complicated, and they are responsible for many daily affairs of students, which is understandable. After all, counselors need to finish their work carefully; On the other hand, this statement also reflects that counselors have become the ultimate undertaker of the problem of imperfect school administrative system to some extent. At the practical level, this sentence will cause great misunderstanding among students, because for the majority of students, especially the freshmen, most of them do not understand the school policy. Therefore, they will really come to the counselor for everything, including the administrative affairs of those who have a clear department in charge of the school.

All the above work belongs to "basic work". In addition to "basic work", some school counselors also need to carry out "highlight work" according to their own specialties. This work is also an important indicator of assessment, such as "counselor studio". The studio provides professional support and services for students in terms of further education and employment, innovation and entrepreneurship, psychological emotion, humanities and social sciences education, physical exercise, community activities, etc., and helps students become adult talents. According to the language training needs of the majority of students in the college, I regularly set up TOEFL classes and IELTS classes according to my professional expertise; One to one overseas policy consultation, English comprehensive ability diagnosis and other activities. The studio is committed to cultivating morality and promoting students' all-round development with language guidance as the carrier. Of course, "bright spot work" is not absolutely mandatory, but when everyone carries out "bright spot work", just carrying out daily work has become "non bright spot".

3. Coping mechanism

In view of the above, we can imagine the pressure of counselors' actual work. Counselors need to conduct reasonable debugging from the following aspects to maintain physical and mental health.

3.1 Educational feelings and humanistic care -- the most important quality of counselors' work

First of all, counselors must be full of educational feelings and humanistic care, and strengthen professional identity from the psychological level. According to relevant national regulations, the position of counselor has the dual identity of teacher and cadre. However, in practical work, this identity can not be recognized by students and other staff in Colleges and universities most of the time. Counselors are in a low position in the college teachers and administrative system as a whole, which makes counselors' self-identity is not high. Counselors need to strengthen self-identity, work hard, improve professional knowledge and professional ability, take the path of two-way promotion, and aspire to become recognized teachers and cadres. However, this is a relatively long process. For example, some schools' planning for the promotion path of counselors is not clear. During this period, even if they are not recognized, counselors must be full of educational feelings and humanistic care, conscientiously perform complicated affairs, pay close attention to every student from the heart, and forge ahead in difficulties.

3.2 Familiar with business, improve efficiency and form methods -- the realistic path of counselors' work

Second, be more familiar with specific business and improve work efficiency. As mentioned above, counselors and other administrative personnel are engaged in administrative affairs with great differences. Other administrative personnel, such as the financial secretary only deals with financial business, the party construction Secretary only deals with Party construction business, and the counselor needs to deal with all aspects of business. In the face of this situation, counselors need to be familiar with all aspects of business as soon as possible. Under normal circumstances, after a year, counselors will go through all business experience to achieve basic familiarity with all businesses. On the basis of familiar with the business, counselors need to think carefully and summarize the relevant work, so as to sort out a set of work methods suitable for themselves. Therefore, in the future work process, the pressure will be reduced a lot.

3.3 Physical exercise and psychological adjustment -- the necessary choice for counselors to carry out work

Finally, counselors need to exercise, adjust psychology, and maintain physical and mental health. In terms of working hours, some people once said that the working hours of counselors are "007" - the working hours are from 0 o'clock to 0 o'clock the next day, working 7 days a week. Although this statement is slightly exaggerated, it is enough to explain the long working hours of counselors. According to the requirements, counselors need to turn on their mobile phones 24 hours a day to deal with any outstanding situation. Due to the complicated

work, counselors generally do not have the concept of off-duty time, weekends and holidays. Therefore, if you work as a counselor for too long, you will inevitably feel tired physically and mentally. Therefore, it is important for counselors to take some time for physical exercise to maintain health; We should also take some time to cultivate our own interests and hobbies and maintain physical and mental pleasure. On the one hand, good physical and mental health is of great benefit to yourself. On the other hand, it can also ensure the continuation of work.

To sum up, counselors face enormous pressure due to the complexity of work content, the uncertainty of working time, and the lack of recognition of work. According to this actual situation, on the one hand, counselors need to be familiar with their own business as soon as possible, improve work efficiency and summarize work methods; On the other hand, it is necessary to exercise, adjust psychology, and maintain physical and mental health. The most important thing is that counselors need to be full of educational feelings and humanistic care, strive to improve professional knowledge, adhere to the path of two-way promotion, and seek better development with solid work performance and professional knowledge.

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